

REMARKS

Claims 1-31 are pending in this application. By this Amendment, claims 1-3 and 5-30 are amended for form. Thus, no new matter is added.

The courtesies extended to Applicant's representative by Examiners Thai and Nguyen at the interview held December 19, are appreciated. The reasons presented at the interview as warranting favorable action are incorporated into the remarks below and constitute Applicant's record of the interview. Claims 1, 2 and 12 are also amended to comply with the Examiners' helpful suggestions made during the interview.

I. Claims 1-12 Satisfy the Requirements of 35 U.S.C. §101

The Office Action rejects claims 1-12 under 35 U.S.C. §101 as being directed to non-statutory subject matter. This rejection is respectfully traversed.

As agreed upon during the personal interview, the §101 rejection must be withdrawn in view of the recent Patent Board decision, *Ex Parte Lundgren* (Bd. Pat. App. & Int. October 2005). Withdrawal of the rejection is thus respectfully requested.

II. Claims 1-31 Satisfy the Requirements of 35 U.S.C. §112, 2nd paragraph

The Office Action rejects claims 1-31 under 35 U.S.C. §112, second paragraph. Specifically, the Office Action recommends inserting an objection of the claimed invention in the preamble. By this Amendment, claims 1, 3, 5, 8, 10, 12, 13 and 21 are amended accordingly. As agreed upon during the personal interview, claims 1-31 satisfy the requirements of 35 U.S.C. §112, second paragraph. Withdrawal of the rejection is thus respectfully requested.

III. The Claims Define Patentable Subject Matter

The Office Action rejects claims 1-31 under 35 U.S.C. §102(e) over U.S. Patent No. 6,216,108 to Levander. This rejection is respectfully traversed.

As agreed upon during the personal interview, claims 1-31 are not anticipated by Levander. That is, Levander does not disclose a product maintenance method or a system for offering product repair services as recited in the independent claims.

Thus, as agreed upon during the personal interview, claims 1-31 are patentable over Levander. Withdrawal of the rejection is thus respectfully requested.

IV. Conclusion

In view of the foregoing, it is respectfully submitted that this application is in condition for allowance. Favorable reconsideration and prompt allowance of claims 1-31 are earnestly solicited.

Should the Examiner believe that anything further would be desirable in order to place this application in even better condition for allowance, the Examiner is invited to contact the undersigned at the telephone number set forth below.

Respectfully submitted,



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